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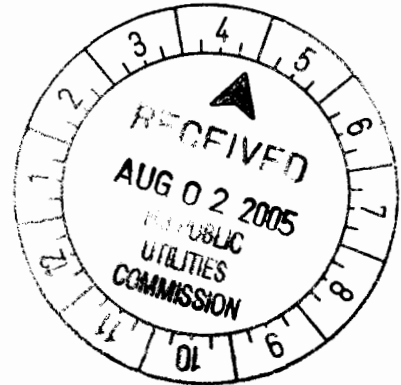
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OFFICES IN:
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August 2, 2005

Debra A. Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301-2429

Re: DW 05-076; New Hampshire Natural Gas Utilities
Low Income Assistance Program



Dear Ms. Howland:

Enclosed for filing with the Commission on behalf of KeySpan Energy Delivery New England and Northern Utilities, Inc. are an original and eight copies of the joint testimony of Amy Smith and Virginia Anthony. Also enclosed are an original and eight copies of a document entitled New Hampshire Low Income Assistance Pilot Program Description that has been agreed upon by the Commission Staff and all parties to this proceeding.

Sincerely,

A handwritten signature in black ink, appearing to read "Steven V. Camerino".

Steven V. Camerino

SVC:cb

cc: Service List
Enclosures

Name and Address
Virginia Anthony Bay State Gas Company 55 Marston Street Lawrence, MA 01841
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1 STATE OF NEW HAMPSHIRE
2 BEFORE THE
3 PUBLIC UTILITIES COMMISSION
4

5
6 _____)
7 Re: Low Income Assistance Program for)
8 Natural Gas Customers)
9 _____)

Docket No. DG 05-076

10
11
12
13 **PREFILED TESTIMONY OF AMY SMITH, ON BEHALF OF KEYSpan**
14 **ENERGY DELIVERY NEW ENGLAND, AND VIRGINIA ANTHONY, ON**
15 **BEHALF OF NORTHERN UTILITIES**
16
17
18

19 Q. Ms. Smith, would you please state your full name and business address?

20 A. My name is Amy Smith. My business address is 52 Second Ave., Waltham, MA
21 20451.
22

23 Q. By whom are you employed and in what capacity?

24 A. I am employed by KeySpan Energy Delivery New England (KeySpan). I recently
25 assumed the position of Manager of Dispatch NE. I have been employed by the
26 Company for fifteen years and have held a variety of positions over my tenure
27 including:

- 28 • Manager of Regulatory Services, 2002-2005
- 29 • Credit and Collection Supervisor, 2001-2002
- 30 • Senior Process and Budget Analyst, 1998-2001
- 31 • Gas Supply Analyst, 1991-2003

32 Q. What duties do you perform in your current role?

1 A. In my new role, my duties include management of workforce responsible for the
2 dispatching of gas related emergency requests, service appointments and same
3 day work orders to field personnel; notification to company personnel and
4 regulatory agencies of reportable field incidents, monitoring of service quality
5 indices, and preparation and filing of service quality reports with the NH PUC and
6 MA DTE. In my most recent position as Manager of Regulatory Services, I was
7 KeySpan's primary liaison for consumer issues with both the NH PUC and the
8 MA DTE. I was also responsible for analysis of regulatory issues affecting Call
9 Centers, Billing, Credit and Collections and Low Income customer issues.

10

11 Q. Have you previously testified before this or any other state regulatory
12 commission?

13 A. I have testified before the Massachusetts Department of Telecommunications and
14 Energy.

15

16 Q. Ms. Anthony, would you please state your full name and business address?

17 A. My name is Virginia Anthony. My business address is 55 Marston Street,
18 Lawrence, MA, 01841.

19

20 Q. By whom are you employed and in what capacity?

21 A. I am employed by Northern Utilities, Inc. (Northern) and Bay State Gas Company
22 (BSG), wholly owned subsidiaries of NiSource Inc., as a Manager of Consumer

1 Relations. I have been employed by the Company for thirty five years and have
2 held a variety of positions over my tenure including:

- 3 • Meter Reading & Field Collections Supervisor - BSG Lawrence Division,
4 1981-1990
- 5 • Billing & Call Center Supervisor - BSG Lawrence Division, 1990-1993
- 6 • Billing & Call Center Manager - BSG Lawrence Division, 1993-1995
- 7 • Billing & Call Center Manager - BSG/NU Northern Division, 1995-1997
- 8 • Call Center Manager - BSG/NU-All Divisions, 1997-1999
- 9 • Consumer Relations and Compliance Manager - BSG/NU, 1999-present

10
11 Q. What duties do you perform in your current role?

12 A. In my current role, my duties include preparing and filing Service Quality Plan
13 reports, and ensuring that the Company's policies and practices are in compliance
14 with Maine, New Hampshire, and Massachusetts regulations. In addition, I am
15 the liaison between the Company and the state regulatory commissions and other
16 state agencies and organizations on consumer-related matters.

17
18 Q. Have you previously testified before this or any other state regulatory
19 commission?

20 A. No, I have not.

21
22 Q. What is the purpose of your joint testimony?

1 A. The purpose of our joint testimony is to provide an overview of the proposal
2 supported by the Staff and parties in Docket DG 05-076 for a Low Income
3 Assistance Pilot Program for natural gas customers in New Hampshire, and to
4 explain how the pilot program is designed to operate. An in-depth description of
5 the pilot program is set forth in the document entitled "New Hampshire Low
6 Income Assistance Pilot Program Description," filed in this docket with the
7 Commission on August 2, 2005.

8

9 Q. What is the purpose of the proposed Low Income Assistance Pilot Program for
10 natural gas customers in New Hampshire?

11 A. The purpose of the proposed Low Income Assistance Pilot Program is to provide
12 eligible low income customers with a reduced rate in order to lessen the impact of
13 escalating natural gas costs on their utility bills. The pilot program would have a
14 direct benefit on participating customers by reducing their gas bills from the
15 amount that would otherwise be due under non-low income rates. The pilot
16 program would also enhance the companies' current policies to work with
17 payment-troubled customers to find ways to assist them in paying their bills
18 without imposing an undue hardship on them. The Staff and parties propose that
19 the pilot program begin on November 1, 2005 and operate for one year; the Staff
20 and parties intend to review the pilot program beginning in June 2006 and to
21 propose any necessary or appropriate modifications for the 2006-2007 program
22 year for review and approval by the Commission. (The proposed annual review

1 process set forth in greater detail in Section H of the New Hampshire Low Income
2 Assistance Pilot Program Description.)

3
4 Q. Which natural gas customers would the proposed pilot program target?

5 A. The proposed pilot program would target residential heating customers who
6 qualify for means-tested local, state or federal financial assistance programs, as
7 further discussed below. Residential heating customers use significantly more gas
8 than non-heating customers use, and thus they incur significantly higher natural
9 gas bills and are disproportionately affected by increases in gas costs. In order to
10 maximize the benefits provided to individual customers by this pilot program, the
11 Staff and parties propose that participation be limited only to residential *heating*
12 customers.

13
14 Q. What eligibility criteria would a residential heating customer have to meet in
15 order to be eligible to participate in the pilot program and receive the Low Income
16 Heating Rate for natural gas delivery service?

17 A. A customer would be eligible for the Low Income Heating Rate if they were
18 otherwise eligible for the residential heating rate and provided proof that either
19 the customer or a member of the customer's household is qualified to receive a
20 benefit through one of thirteen means-tested financial assistance programs. These
21 thirteen programs are listed in the "Purpose and Overview" section of the New
22 Hampshire Low Income Assistance Pilot Program Description, and include
23 programs such as the Low Income Home Energy Assistance Program (LIHEAP),

1 the New Hampshire Electric Assistance Program (EAP), and the Food Stamps
2 Program.

3

4 Q. So even if the customer of *record* is not qualified to receive a benefit through one
5 of the thirteen programs, he/she could still participate in the program as long as a
6 member of his/her household is qualified to receive such a benefit?

7 A. Yes, that is correct. The proposed pilot program is designed this way in order to
8 be consistent with the definition of “financial hardship” set forth in N.H.
9 Administrative Rule Puc 1202.10.

10

11 Q. What level of reduction would the Low Income Heating Rate reflect?

12 A. In the first year of the pilot program, the program is expected to reduce the natural
13 gas bills of program participants, on average, by approximately 15% (based on the
14 2004-05 cost of gas rate); the actual reduction for any given participant would
15 depend on their gas usage. Participants who are KeySpan customers would see
16 their bills decrease, on average, from \$1,222 per year to \$1,054 per year, and
17 participants who are Northern customers would see their bills decrease, on
18 average, from \$1,388 per year to \$1,165 per year. These reductions would be
19 achieved by setting the Low Income Heating Rate at 50% of each gas company’s
20 non-low income residential heating base rate for delivery service. The cost of gas
21 rate would not be reduced. The Staff and parties propose to review this level of
22 reduction as part of the annual review process set forth in Section H of the New
23 Hampshire Low Income Assistance Pilot Program Description, and would

1 recommend any necessary or appropriate modifications for the 2006-2007
2 program year for review and approval by the Commission.

3

4 Q. How long would an eligible customer receive the Low Income Heating Rate?

5 A. An eligible customer would receive the Low Income Heating Rate for a one-year
6 period. On the date that the one-year period expires, the customer's eligibility for
7 the Low Income Heating Rate would expire unless the customer has provided the
8 gas company with evidence that the customer is still eligible for one of the
9 qualifying means-tested programs. Otherwise, the rate on the customer's account
10 would revert back to the non-low income residential heating rate.

11

12 Q. How would eligible customers become aware of and informed about the proposed
13 pilot program?

14 A. An outreach plan has been developed, as set forth in Appendix A of the New
15 Hampshire Low Income Assistance Pilot Program Description. It outlines how
16 the companies would promote the pilot program, and includes an emphasis on
17 coordinating efforts with the Community Action Agencies and other state and
18 local agencies and organizations that are involved in administering one or more of
19 the aforementioned means-tested financial assistance programs. If the
20 Commission approves the proposed pilot program, the companies are prepared to
21 immediately begin implementing the outreach plan.

22 Q. How will customers apply for the reduced rate?

1 A. Customers receiving LIHEAP will automatically receive the reduced rate when
2 the utility is notified that the customer has qualified for LIHEAP funds.
3 Customers who do not receive LIHEAP but who do receive one of the twelve
4 other qualifying benefits must provide their utility with written proof that a
5 member of the household receives one of the qualifying benefits. This application
6 process helps to minimize administrative costs by eliminating the need for a
7 separate qualification process for the reduced rate.

8

9 Q. What are the estimated costs associated with the 2005-2006 program year of the
10 proposed pilot program?

11 A. The costs for the 2005-2006 program year are estimated at \$1,118,787 for
12 KeySpan and \$267,563 for Northern. The assumptions about program
13 participation and administrative costs that underlie these estimates are further
14 explained below and are also summarized for KeySpan and Northern in Exhibits
15 A and B, respectively. It is important to recognize that KeySpan and Northern
16 have developed these assumptions based on: 1) their experiences with similar
17 programs, such as those run by the companies in Massachusetts; the grandfathered
18 elderly low income rate offered by Northern in New Hampshire (approved in DR
19 83-90); and information provided regarding New Hampshire's Electric Assistance
20 Program, and 2) the best available information about KeySpan's and Northern's
21 service areas and customer demographics. Because the proposed pilot program is
22 a new program in New Hampshire, the assumptions and estimates will likely vary
23 from actual experience.

1 As mentioned above, Northern's grandfathered elderly low income rate is
2 the only other low income gas assistance rate that has been offered in New
3 Hampshire. It was approved by the Commission in 1984 in Order No. 16,693
4 dated January 19, 1984 (permanent rates) (DR 83-90), and was open from
5 November 1, 1983 (temporary rates prior to permanent rates approved in January
6 1984) to 2001. At the time it was approved, the Commission found that the rate
7 was in the public interest and that it had the statutory authority to approve the rate
8 under its plenary powers granted under RSA 374:3 Extent of Power. The rate was
9 closed in 2001 in Order No. 23,674 (DG 00-046) as part of the State's efforts and
10 agreements to restructure the gas industry and unbundle rates.

11
12 Q. Before turning to the assumptions that underlie the estimated pilot program costs,
13 please explain how the estimated costs of the proposed pilot program would be
14 recovered.

15 A. As explained in detail in Sections E, F, and G of the New Hampshire Low Income
16 Assistance Pilot Program Description, all of the administrative costs and revenue
17 shortfall associated with the reduced rates under the pilot program would be
18 recovered from all firm sales and transportation customers, at a uniform rate per
19 therm, through the Residential Low Income Assistance Program (RLIAP)
20 component of each company's Local Delivery Adjustment Clause (LDAC). After
21 the end of the 2005-06 program year, each company would calculate the actual
22 total pilot program costs and record them in each company's deferred RLIAP

1 account. Each company would file the reconciliation along with its COG filing
2 prior to the beginning of the 2006-07 winter period.

3
4 Q. Are the Staff and parties proposing any limits on each company's total program
5 costs?

6 A. Yes, the Staff and parties have agreed that the program should be designed with
7 the intent that each company's total program costs would not exceed 1% of the
8 company's firm gross sales and transportation revenues and that the impact on the
9 typical customer in any firm sales or transportation class would not exceed 1% of
10 the total bill. If either company's actual pilot program costs in the 2005-2006
11 program year exceed the goal of 1%, the Staff and parties would propose program
12 modifications for the 2006-2007 program year to reduce the program costs on a
13 going-forward basis so that the costs are forecasted not to exceed the 1% goal.

14 The goal of 1% or less is very important because all natural gas customers
15 are sensitive to increases in their gas bills and should not bear an undue burden to
16 fund the proposed Low Income Assistance Pilot Program. Furthermore, natural
17 gas customer can choose to leave their natural gas company and switch to another
18 fuel, such as oil, propane, kerosene or electricity, if the price of natural gas gets
19 too high. For these reasons, it is very important to minimize the impact of the
20 proposed pilot program on the gas companies and their customers.

21
22 Q. Now please turn to the assumptions underlying the \$1,118,787 cost estimate for
23 KeySpan, and start by explaining the assumption about program participation.

1 A. The assumption is that as many as 6,034 of KeySpan's residential heating
2 customers would participate in the program, starting on day one of the program.
3 This is obviously a simplifying assumption given how difficult it is to accurately
4 predict participation in a new pilot program. The Company derived the estimate
5 by first identifying that approximately 4,353 of its customers received LIHEAP
6 assistance during the most recent heating season. Then the Company estimated
7 that the number of additional customers who would qualify for the Low Income
8 Heating Rate due to one of the other means-tested programs would be 40% of the
9 number of LIHEAP customers, or about 1,681 additional customers. The figure
10 of 40% is reflective of the collective experience of KeySpan and Bay State Gas in
11 Massachusetts, and was considered to be a reasonable "rule of thumb" for New
12 Hampshire until actual experience is gained here. The true figure for New
13 Hampshire may be less than 40%, for example due to differences in demographics
14 between the utilities' service areas in the two states.

15
16 Q. How much of the \$1,118,787 cost estimate for KeySpan is attributable to offering
17 pilot program participants a reduced rate and how much is attributable to
18 administrative costs?

19 A. The total cost of offering the proposed Low Income Heating Rate to 6,034
20 participants is estimated at approximately \$1,018,787 for the program year 2005-
21 2006, and administrative costs are estimated at \$100,000 or less for the same
22 period, about 9% of the total estimated budget. A Low Income Heating Rate set
23 at 50% of KeySpan's non-low income residential heating base rate for delivery

1 service would result in an average annual rate reduction of \$169 per participant,
2 based on KeySpan's average residential heating customer using 941 therms per
3 year (\$169 per participant x 6,034 participants = \$1,018,787).

4 The administrative costs to establish and operate the pilot program during
5 the first year are not anticipated to exceed \$100,000. This estimate includes the
6 start-up costs associated with information technology (IT) and programming as
7 well as the ongoing costs associated with internal administration, marketing /
8 outreach, and quarterly reporting. To keep costs as low as possible, the Company
9 would take its IT and programming that is currently used in its Massachusetts low
10 income program and adapt it accordingly for the proposed pilot program. Once
11 the IT and programming is complete, KeySpan does not anticipate that there
12 would be significant ongoing internal administrative costs to operate the program.

13
14 Q. What is the estimated impact on KeySpan's LDAC to recover the estimated
15 \$1,118,787 in program costs, and what would be the resulting bill impacts for
16 KeySpan's average residential heating and non-heating customers?

17 A. In order to recover \$1,118,787 in pilot program costs, an additional \$0.0075 per
18 therm would be added to the LDAC. This would result in an increase of 0.58% in
19 the total bill for KeySpan's average residential heating customer and an increase
20 of 0.49% in the total bill for the average residential non-heating customer. For
21 KeySpan's average residential heating customer who uses 941 therms per year,
22 the LDAC increase would add \$7.06 per year to their bill. For KeySpan's average

1 residential non-heating customer who uses 245 therms per year, the LDAC
2 increase would add \$1.84 per year to their bill.

3
4 Q. Please explain the assumptions underlying the \$267,563 cost estimate for
5 Northern, starting with the assumption about program participation.

6 A. The assumption is that as many as 1,022 of Northern's residential heating
7 customers would participate in the program, starting on day one of the program.
8 This is obviously a simplifying assumption given how difficult it is to accurately
9 predict participation in a new pilot program. The Company derived the estimate
10 by first identifying that approximately 800 of its customers received LIHEAP
11 assistance during the most recent heating season. Then the Company estimated
12 that the number of additional customers who would qualify for the Low Income
13 Heating Rate due to one of the other means-tested programs would be 40% of the
14 number of LIHEAP customers. The estimate of 1,120 participants ($= 800 \times 1.4$)
15 was allocated between Northern's residential heating and non-heating customers
16 (i.e., 1,022 : 98), consistent with the allocation of all of Northern's residential
17 customers between heating and non-heating service (i.e., 18,258 : 1,751).

18
19 Q. How much of the \$267,563 cost estimate for Northern is attributable to offering
20 pilot program participants a reduced rate and how much is attributable to
21 administrative costs?

22 A. The total cost of offering the proposed Low Income Heating Rate to 1,022
23 participants is estimated at approximately \$227,563 for the program year 2005-

1 2006, and administrative costs are estimated at approximately \$40,000 for the
2 same period, about 15% of the total estimated budget. The percentage of
3 Northern's total estimated budget that is estimated for administrative costs is
4 higher than KeySpan's percentage (9%) because many administrative costs are
5 relatively fixed and do not vary significantly, regardless of whether there are
6 1,000 or 6,000 estimated program participants. A Low Income Heating Rate set
7 at 50% of Northern's non-low income residential heating base rate for delivery
8 service would result in an average annual rate reduction of \$223 per participant,
9 based on Northern's average residential heating customer using 944 therms per
10 year ($\$223 \text{ per participant} \times 1,022 \text{ participants} = \$227,563$).

11 The \$40,000 estimate of first year administrative costs includes the start-
12 up costs associated with IT and programming and the ongoing costs associated
13 with internal administration, marketing / outreach, and quarterly reporting. As is
14 the case with KeySpan, Northern would also take its IT and programming that is
15 currently used in its Massachusetts low income program and adapt it accordingly
16 for the proposed pilot program. Once the IT and programming is complete,
17 Northern does not anticipate that there would be significant ongoing internal
18 administrative costs to operate the program.

19
20 Q. What is the estimated impact on Northern's LDAC to recover the estimated
21 \$267,563 in program costs, and what would be the resulting bill impacts for
22 Northern's average residential heating and non-heating customers?

1 A. In order to recover \$267,563 in pilot program costs, an additional \$0.0049 per
2 therm would be added to the LDAC. This would result in an increase of 0.33% in
3 the total bill for Northern's average residential heating customer and an increase
4 of 0.23% in the total bill for the average residential non-heating customer. For
5 Northern's average residential heating customer who uses 944 therms per year,
6 the LDAC increase would add \$4.63 per year to their bill. For Northern's average
7 residential non-heating customer who uses 163 therms per year, the LDAC
8 increase would add \$0.80 per year to their bill.

9

10 Q. Are there any cost savings that could potentially result from the proposed pilot
11 program?

12 A. In theory, it is possible that the proposed program could potentially reduce the
13 utilities' costs associated with bad debt and/or collections of unpaid bills.
14 However, any such savings would likely be minimal, and estimating and tracking
15 them would be extremely difficult and not cost-effective. Furthermore, if the pilot
16 program is approved, these efforts will not be necessary because any resulting
17 savings will be captured in each company's next base rate case.

18

19 Q. Does this complete your joint testimony?

20 A. Yes, it does.

Reductions for Residential Heating Customers and No Reductions for Residential Non-Heating Customers

LDAC Rate				
Base Rate Reduction	Res. Htg.	Res. Non-htg	Total	Annual Firm Throughput
Amount \$\$	169			#####
Reduced Bill	\$ 1,054			
% of Total Bill	13.8%			
No. of Est'd Participat	6,034		6,034	
Total Reduced Rate \$	\$1,018,787		#####	
Admin Costs	\$ 100,000		\$100,000	
Total Program \$\$	\$1,118,787		#####	
% Of Tot Gross Revs	#####		0.78%	
Bill Impact on Reg Re	0.58%	0.49%		

NORTHERN UTILITIES - NEW HAMPSHIRE DIVISION
Residential Low Income Assistance Program
Reduced Rate and Bill Impact Analyses

Reductions for Residential Heating Customers and No Reductions for Residential Non-Heating Customers

					<u>LDAC Rate</u>	
<u>Base Rate Reduction</u>	<u>Res. Htg.</u>		<u>Res. Non-htg</u>		<u>Total</u>	<u>Annual Firm Throughput</u>
	50%		0%			54,406,770
	Amount \$\$	\$ 223				
	Reduced Bill	\$ 1,165				
	% of Total Bill	16.0%				
	No. of Est'd Participants	1,022			1,022	
	Total Reduced Rate \$\$	\$ 227,563			\$ 227,563	
	Admin Costs	\$ 40,000			\$ 40,000	
	Total Program \$\$	\$ 267,563			<u>\$ 267,563</u>	
	% Of Tot Gross Revs	#####			0.42%	
Bill Impact on Reg Res	0.33%		0.23%			
						\$ 0.0049

New Hampshire Low Income Assistance Pilot Program Description

Purpose and Overview

The purpose of the Low-Income Assistance Pilot Program is to provide eligible low income customers a reduced rate in order to reduce the impact of escalating gas costs. The pilot program is expected to have a direct benefit on participating customers by reducing their gas bills from the amount that would otherwise be due under non-low income rates. The pilot program is targeted at residential heating customers who have a demonstrated need for means-tested financial assistance as described below. Because residential heating customers use significantly more gas than do non-heating customers, they incur significantly higher gas bills and are disproportionately affected by increases in gas costs. In order to be able to maximize the benefit provided by this program, participation will be open to residential heating customers only. Implementation of the pilot program shall take place no later than November 1, 2005.

Residential customers shall be eligible for the Low-Income Heating Rate for natural gas delivery service if they are otherwise eligible for the residential heating rate and provide proof that a member of the customer's household is currently receiving or has qualified for a benefit through one of the following programs:

- a. Low Income Home Energy Assistance Program (LIHEAP)
- b. Electric Assistance Program (EAP)
- c. Supplemental Security Income Program
- d. Women, Infants and Children Program
- e. Commodity Surplus Foods Program (for women, infants and children)
- f. Elderly Commodity Surplus Foods Program
- g. Temporary Aid to Needy Families Program
- h. Housing Choice Voucher Program (also known as Section 8)
- i. Head Start Program
- j. Aid to the Permanently and Totally Disabled Program
- k. Aid to the Needy Blind Program
- l. Old Age Assistance Program
- m. Food Stamps Program
- n. Any successor program of a-m

A. Rate Description:

Low Income Heating Rate - This rate shall be available to qualified customers (see above) at individually metered residential locations for all purposes, except for resale, when such residences are heated exclusively by means of natural gas-fired space heating equipment.

B. Pilot Program Description

The company shall make the Low Income Heating Rate available to all qualified customers. Service under this rate schedule shall be subject to the General Terms & Conditions of the company as filed with the New Hampshire Public Utilities

Commission. The Low Income Heating Rate shall be set at 50% of the company's non-low income residential heating base rate for delivery service.

C. Pilot Program Duration of Eligibility

For those customers qualifying for the program, the low income rate shall apply for a one-year period. On the date that the one-year period expires, eligibility for the low income rate shall expire unless the customer provides the company with evidence that the customer continues to be eligible for one or more of the qualifying programs. When the rate expires, the rate on each account shall revert back to the non-low income residential heat rate. Customers whose eligibility for the program is based on their having qualified for LIHEAP shall be eligible for the low income rate retroactive to November 1 of the heating season in which they qualified. Eligibility for such customers shall expire the following October 31, subject to their re-qualifying through receipt of LIHEAP or other benefits as set forth above.

D. Customer Communication

The company shall provide customers on the low income rate with notice of the expiration of the customer's one year of eligibility, including the date that the rate shall change to the non low-income residential heating rate, no later than 30 days before the expiration of the customer's eligibility. This correspondence shall contain instructions on how to re-certify for the low income rate.

The company will promote the pilot program in newsletters, posters, bill inserts, brochures, newspaper advertisements and other external communication materials including but not limited to those used in conjunction with the company's low income energy efficiency program and those required by N.H. Admin. Rule Puc 1204. An outline of customer education and outreach plans for the pilot program is attached as Appendix A.

E. Pilot Program Costs

The recoverable Low Income Assistance Pilot Program costs shall be calculated as the reduction to base rate revenues of the Low Income Heating Rate. Such recoverable costs shall be equal to the difference between the base rate revenues generated from applying the billing determinants of the Low Income Heating Rate customers to the non-low income residential base rates and the low income base rates. The Low Income Heating Rate shall be 50% of the non-reduced residential heating base rate. One of the goals of the program is that cost of the program shall be limited to up to 1% of the Company's firm gross sales and transportation revenues and also up to an amount that does not impact the typical customer of any firm sales or transportation class by more than 1% of the total bill. If the pilot program costs exceed the goal of 1%, the Company shall propose modifications to the program to reduce the program costs on a going-forward basis so that the costs are forecasted not to exceed the 1% goal.

F. Pilot Program Cost Recovery

The start-up, administrative and marketing costs associated with the Low Income Assistance Pilot Program and the revenue shortfall resulting from the pilot program shall

be recovered from all firm sales and transportation customers, at a uniform rate per therm, through the Residential Low Income Assistance Program (RLIAP) component of each company's Local Delivery Adjustment Clause (LDAC). The costs to be recovered through the RLIAP Rate shall be calculated by forecasting the number of customers enrolling in the RLIAP and associated volumetric billing determinants for the upcoming annual recovery period and applying those billing determinants to the difference between the regular and reduced low income residential base rates. The RLIAP Rate shall be calculated by dividing the resulting costs and reduction in revenue by the forecast of annual firm sales, delivery and transportation service throughput.

G. Pilot Program Reconciliation Adjustment

Prior to the Winter Cost of Gas (COG) season, each company will calculate the difference between (a) the revenue derived by multiplying the actual firm sales and delivery service throughput by the RLIAP Rate through October 31st, and (b) applying the actual billing determinants of the Residential Low Income Assistance Program classes to the difference in the regular and reduced residential base rates in effect for the annual reconciliation period. This cumulative difference will be added to the start-up, administrative and marketing costs. The combined costs will then be recorded in each company's deferred RLIAP account. Each company shall file the reconciliation along with its COG filing prior to the beginning of the winter period.

H. Pilot Program Monitoring and Review

The companies shall provide the Commission and parties with a report on a quarterly basis in the form attached as Appendix B within thirty (30) days following the end of each calendar quarter. The Parties in Docket DG 05-076 shall meet no later than June 30, 2006 to review the status of the Pilot Program and to discuss proposed program modifications for the 2006-2007 program year for review by the Commission.

I. Payment Arrangements

The Parties recognize that the companies currently work with customers who are having difficulties paying their bills to find ways to assist those customers to meet their obligations without imposing an undue hardship on them. The Parties will request that the Commission acknowledge that such efforts are appropriate and permitted under the N.H. Code of Administrative Rules Puc 1200.

**DG 05-076 Outreach Plan
NH Low Income Assistance Program**

September 2005-October 2005

- Design and produce a poster that describes the low-income assistance program, eligibility requirements and how to apply. Produce posters in Spanish and English language. Design and produce a bill insert/brochure describing the program and eligibility requirements and how to apply. Produce brochures in Spanish and English language.
- Translate the following message into Bosnian and Spanish and include it or something similar on all materials produced in English: “This is an important notice. If you do not understand it, please have it translated.”
- Agency Meetings – Create a presentation on the program. Hold meetings with CAA employees, municipal welfare employees, churches, Salvation Army, St. Vincent de Paul and other sources of possible assistance so that they can learn about the program and assist with implementation. Potential to coordinate with Electric companies who currently hold these meetings annually. Complete within 60 days of date of order.

October 2005-November 2005

- Distribute posters and brochures to local Fuel Assistance agencies, public and government offices. See Attachment for a list of all public agencies.
- Write and post one newspaper article to announce the program including information on eligibility requirements and how to apply in the article to newspapers in the Northern Utilities and KeySpan service territories. Include mention of the program in future press releases when appropriate.

November 2005 to April 2006

- Company website – Post information about program on company website with a link to a copy of the brochure.
- Include first copy of brochure in all residential bills within 90 days of date of order.
- Include a news article describing the program in Company newsletter. Include newsletter with all residential customer bills.

Oct 2005-September 2006

- Create and program a bill message to appear 2 times per year on non low-income assistance heating rate customer bills creating awareness of the availability of the rate and how to obtain further information.

- Create and program a notice message to appear on residential heating disconnect notices creating awareness of the availability of the rate and how to obtain further information.
- Include second copy of brochure in all residential customer bills.

MEMO

To: Alan Linder

From: Joanne Petito

Re: Gas Assistance, DG 05-076: Outreach Plan Contacts

Date: July 20, 2005

Latin American Center
521 Maple Street
Manchester NH 03104
669-5661; fax 669-5265

Franco-American Center
52 Concord Street
P.O. Box 994
Manchester NH 03105
669-4045; fax 625-1214

NH Helpline
79 Sheep Davis Road
P.O. Box 23338
Pembroke, NH 03275-2338
1-800-852-3388; 225-9000 -- hotline numbers

HICEAS
225-9000

New Hampshire Housing Finance Authority
32 Constitution Drive
Bedford, NH
Mailing address:
P.O. Box 5087
Manchester, NH 03108
472-8623; 1-800-640-7239; fax 472-8501

NH Municipal Association
Local Government Center
25 Triangle Park
P.O. Box 617
Concord, NH 03302
224-7447; fax 224-5406

Social Security offices:

70 Commercial St., Ste. 100
Concord, NH 03301-5005

2 Wall Street, Ste. 301
Manchester, NH 03101

34 Mechanic Street
Keene, NH 03431

175 Amherst Street
Nashua, NH 03064

177 Main Street
Littleton, NH 03561

P.O. Box 209
Federal Building, Rm. 200
Portsmouth, NH 03802

Housing authorities statewide – attached

ServiceLink offices - attached

WIC locations statewide – attached; main contact number and address:
Women, Infants and Children Nutrition Services
(This is the same agency that administers Commodity Supplemental Food Program)
NH DHHS
29 Hazen Drive
Concord, NH 03301-4604
271-4546; fax 271-4779

Department of Health and Human Services – locations and numbers are attached;
website:
<http://www.dhhs.state.nh.us>

New Hampshire Department of Health and Human Services
Office of Community and Public Health
Bureau of Nutrition and Health Promotion

**Local Agencies Providing Women, Infant and Children (WIC)
and Commodity Supplemental Food Program (CSFP) Services in New Hampshire**

Ammonoosuc Community Health Services 25 Mount Eustis Road Littleton NH 03561 Tel 603-444-6192 or 1-800-530-5987	WIC and CSFP (Northern Grafton County)
Avis Goodwin Community Health Center 22 South Main Street Rochester NH 03867 Tel 603-332-4358	WIC and CSFP (Strafford County)
Community Action Program Belknap-Merrimack Counties 2 Industrial Park Drive Concord NH 03302 Tel 603-225-2050 or 1-800-578-2050	WIC and CSFP (Belknap and Merrimack Counties, Plymouth area)
Coos County Family Health Services 54 Willow Street Berlin NH 03570 Tel 603-752-4678 or 1-888-266-7942	WIC only (Coos County)
Ossipee Concerned Citizens Dore Street, PO Box 426 Center Ossipee NH 03814 Tel 603-529-6821 or 1-800-411-1106	WIC and CSFP (Carroll County)
Rockingham Community Action 35 High Street Exeter NH 03833 Tel 603-778-1834 or 1-800-256-9880	WIC and CSFP (Rockingham County)
Southern NH Services PO Box 5040, 40 Pine Street Manchester NH 03108 Tel 603-668-8010 or 1-800-322-1073 134 Allis Street Nashua NH 03060 Tel 603-889-3440 or 1-877-211-0723	WIC and CSFP (Hillsborough County)
Southwestern Community Services PO Box 603, 69Z Island Street Keene NH 03431 Tel 603-352-7512 or 1-800-529-0005	WIC and CSFP (Cheshire and Sullivan Counties)
Tri-County Community Action Program 30 Exchange Street Berlin NH 03570 Tel 603-752-3248	CSFP only (Coos County)
Visiting Nurse Alliance of Vermont and New Hampshire 325 Mount Support Road Lebanon NH 03766 Tel 603-448-1597 or 1-800-789-3780	WIC and CSFP (Southern Grafton County)



Toll Free Number 1-866-634-9412

ServiceLink Locations

<p>Belknap County ServiceLink</p> <p>The HealthLink Building 780 No Main Street Laconia, NH 03246 603-528-6945</p>	<p>Carroll County ServiceLink</p> <p>Tri-County Cap Resource Center 448 White Mountain Highway (Tamworth) PO Box 420 Chocorua, NH 03817 603-323-9394</p>
<p>Cheshire County ServiceLink Monadnock Region</p> <p>Monadnock Collaborative 20 Norway Avenue Keene, NH 03431 603-357-1922</p>	<p>Coos County ServiceLink</p> <p>Berlin Senior Center 610 Sullivan Street, Suite 6 Berlin, NH 03570 603-752-6407</p>
<p style="text-align: center;">  Go To Top </p>	
<p>Grafton County ServiceLink</p> <p>-- Littleton -- Littleton Area Senior Center 38 Cottage Street Littleton, NH 03561 603-444-4498</p> <p>-- Lebanon -- Center for Elder Services 10 Campbell Street Lebanon, NH 03766</p>	<p>Hillsborough County ServiceLink</p> <p>-- Manchester -- Easter Seals NH 555 Auburn Street Manchester, NH 03103 603-644-2240</p> <p>-- Nashua -- Community Council of Nashua 7 Prospect Street Nashua, NH 03060-3990</p>

603-448-1835

603-598-4709



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Merrimack County ServiceLink

Belknap/Merrimack CAP Building
2 Industrial Park Drive
Concord, NH 03302-1016
603-228-6625

Rockingham County ServiceLink

-- Seacoast --
Crotched Mountain Community Care
30 Maplewood Ave, Suite 210
Portsmouth, NH 03801
603-334-6594

-- Southwest --
Salem ServiceLink
154 Main Street
PO Box 1363
Salem, NH 03079
603-893-9769



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Strafford County ServiceLink

Strafford County ServiceLink
1 Wakefield Street, Suite 306
Rochester, NH 03867
603-332-7398

Sullivan County ServiceLink

Southwestern Community Services Building
96 Main Street
Claremont, NH 03743
603-542-5177

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New Hampshire Housing
Bringing You Home

About Us

About Our Services

Emergency Services

Emergency Services

Local Housing Authorities

Berlin Housing Authority
10 Granite Street
Berlin, NH 03570
(603) 752-4240

Claremont Housing Authority
243 Broad Street
Claremont, NH 03743
(603) 542-6411

Concord Housing Authority
15 Pitman Street
Concord, NH 03301
(603) 224-4059

Derry Housing & Redevelopment Authority
17A Peabody Road
Derry, NH 03038
(603) 434-8717

Dover Housing Authority
62 Whittier Street
Dover, NH 03820
(603) 742-5804

Exeter Housing Authority
277 Water Street
Exeter, NH 03833
(603) 778-8110

Franklin Housing Authority
31 Dany Drive #13
Franklin, NH 03235
(603) 934-3508

Keene Housing Authority
105 Castle Street
Keene, NH 03431
(603) 352-6161

Laconia Housing Authority
25 Union Avenue
Laconia, NH 03245
(603) 524-2112

Lancaster Housing Authority
5 Middle Street
Lancaster, NH 03584
(603) 788-4928

Lebanon Housing Authority
P.O. Box 5475
West Lebanon, NH 03784
(603) 298-5753

Manchester Housing & Redevelopment Authority
198 Hanover Street
Manchester, NH 03104-6125
(603) 624-2100

Nashua Housing Authority
40 East Pearl Sstreet (1st Floor)
Nashua, NH 03060
(603) 883-5661

Newmarket Housing Authority
34 Great Hill Terrace
Newmarket, NH 03857
(603) 659-5444

Northumberland Housing Authority
c/o Berlin Housing Authority
10 Granite Street
Berlin, NH 03570

Portsmouth Housing Authority
245 Middle Street
Portsmouth, NH 03801
(603) 436-4310

Rochester Housing Authority
Wellsweep Acres
Rochester, NH 03867
(603) 332-4126

Salem Housing Authority
70 Talfer Circle
Salem, NH 03079
(603) 893-6417

Somersworth Housing Authority
9 Bartlett Avenue
Somersworth, NH 03878
(603) 692-2864

Working Documents: [LDS/VA/USAA Form](#) | [Referral Request Form](#) | [Housing Needs Assessment](#) | [HUD Form 27300](#) | [Analysis of Impediments to Fair Housing](#) | [Housing Solutions Handbook](#)
Housing/Service Directories: [Directory of Assisted Housing](#) | [Directory of Accessible Units](#) | [Statewide Service Directory](#)
Publications: [Annual Report](#) | [Semi-Annual Newsletter](#) | [Home Ownership Publications](#) | [Publicaciones en Español](#) | [Rental Program Publications](#) | [Housing Services Publications](#) | [GOAL/PSS Publications](#)

[Local Housing Authorities](#) | [Links to Related Sites](#)

32 Constitution Drive, Bedford, NH | Mailing address: P.O. Box 5087, Manchester, NH
Phone: (603) 472.8623 or 1.800.640.7239 | Fax: (603) 472.8501 | TDD: (603) 472.



Agent

the Elderly:

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(603) 271-5202

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Service Unit

(603) 271-5200

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Division of Health and Human Services—Cont'd

Division of Family & Community Health

Director: Dr. William Kessler (603) 271-8580

Administrator: Joan Ansheim

(603) 271-4636; Fax: (603) 271-8705

Health Services Planning and Review

(603) 271-4606; Fax: (603) 271-4141

Administrator: Margaret Heatley

Developmental Disabilities Council

Concord Center, 10 Ferry St., Unit 315,

Concord 03301-6081

(603) 271-3236; Fax: (603) 271-1156

Exec. Dir.: W. Gordon Allen

Division of Developmental Services

Main Bldg., 105 Pleasant St., Concord 03301-3861

(603) 271-5034; Fax: (603) 271-5166

Internet: www.nhdds.org

Director: Matthew Ertas (Acting)

Bureau of Elderly and Adult Services

State Office Park South, 129 Pleasant St.,

Concord 03301-3867 (603) 271-4680

Chief: Jo A. Manchez (603) 271-4394; Fax: (603) 271-4643

Community Services: Lynn Koontz (Administrator)

(603) 271-4409

Central Office Operations:

Sharon Colbroth (Administrative Assistant)

(603) 271-4394

Contracts: Jonathan McCosh (Rate Setting Mgr.)

(603) 271-4402

Region I Offices:

(Berlin) (603) 752-7800

(Littleton) (603) 444-6786

Region II Offices:

(Concord) (603) 271-3610

(Laconia) (603) 524-4485

Region III Office: (Manchester) (603) 668-2330

Region IV Offices:

(Nashua) (603) 883-7726

(Salem) (603) 893-9763

Region V Offices:

(Claremont) (603) 542-9544

(Keene) (603) 357-3510

Region VI Offices:

(Conway) (603) 447-3841

(Portsmouth) (603) 433-8318

(Rochester) (603) 332-9120

Administers the Older Americans Act of 1965. N.H. Rev

Stat. Ann. 161 F

Division of Family Assistance

Director: Mary Anne Broshek

(603) 271-4580; Fax: (603) 271-4637

Office of Family Services

129 Pleasant St., Concord 03301-3857

(603) 271-4580, (800) 852-3945; Fax: (603) 271-4727

Field Operations Dir., Office of the Commissioners:

Sandra Ziegler (603) 271-4887

Minority Health Dir.: William Walker (603) 271-8459

Public Affairs and Government Relations Unit:

Greg Moore (603) 271-4061

Quality Assurance Administrator, Bureau of

Improvement and Integrity: George Cummings

(603) 271-4253

Berlin District Office:

231 Main St., Berlin 03570

(603) 752-7800, (800) 972-6111

Claremont District Office:

17 Water St., Claremont 03743-2280

(603) 542-9544, (800) 982-1001

Concord District Office:

40 Terrill Park Dr., Unit 1, Concord 03301

(603) 271-6201, (800) 322-9181

Conway District Office:

73 Hobbs St., Conway 03818-6188

(603) 447-3841, (800) 552-4628

Keene District Office:

809 Court St., Keene 03431

(603) 357-3510, (800) 824-9700

Laconia District Office:

65 Beacon St. W., Laconia 03246

(603) 524-4485, (800) 322-2121

Littleton District Office:

80 N. Littleton Rd., Littleton 03661-3814

(603) 444-6786, (800) 552-8959

Manchester District Office:

196 McGregor St., Manchester 03103

(603) 668-2330, (800) 852-7493

Nashua District Office:

19 Chestnut St., Nashua 03060

(603) 883-7726, (800) 852-0682

Portsmouth District Office:

30 Maplewood Ave., Portsmouth 03801

(603) 433-8300, (800) 821-0326

Rochester District Office:

150 Wakefield St., Suite 22, Rochester 03867

(603) 332-9120, (800) 862-6300

Salem District Office:

154 Main St., Suite 1, Salem 03079-3191

(603) 893-9763, (800) 852-7492

Division for Juvenile Justice Services

Youth Development Center (YDC), 1056 N River Rd.,

Manchester 03104

(603) 625-6471; Fax: (603) 869-1203

Internet: www.dhhs.state.nh.us/dhhs/djjs

Youth Services Center (YSC), 45 S. Fruit St., Concord 03301

Director: Rodney Forcy

Asst. Directors:

Egon Jensen

Tricia Lucas

The Division for Juvenile Justice Services (DJJS) provides services to court-involved youth via delinquency or CHINS (children in need of services) petitions. The service array includes community and residential services as well as community supervision (probation/parole). DJJS is also responsible for the YDC and YDSU (secure treatment and detention) as well as the Tobey School (special education). YDC & YSC were formerly part of the Department of Youth Development Services

Office of Program Support

(603) 271-4599; Fax: (603) 271-5590

Senior Division Dir.: Mary Castelli (603) 271-5677

Mgr., Administrative Hearings: John Dabuliewicz

(603) 271-3012

Supervisor, Special Investigations: Martin Laughlin

(603) 271-4392

Chief Legal Counsel: Frank Nachman (603) 271-2892

Bureau of Child Care Licensing: Wendy Kessler

(603) 271-4564

Bureau of Health Facilities, Certification: Bob Ehlers

(603) 271-4967

Bureau of Health Facilities, Licensure: Theresa Jarvis

(603) 271-4607

Bureau of Food Protection: Joyce Welch (603) 271-4858

Boards and Licensing Offices

Barbering and Cosmetology Board: Lynda I. Elliott

(603) 271-3608; Fax: (603) 271-5703

Board of Chiropractic Examiners: Marie Crowley

(603) 271-4560; Fax: (603) 271-4827

Board of Dental Examiners: Raymond J. Jarvis, DMD

(603) 271-4561; Fax: (603) 271-5702

Electrology Licensing: Christine Topham

(603) 271-5127

Board of Funeral Directors and Embalmers:

Susan Russell (603) 271-4648



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NH Department of Health & Human Services
Senior Management Contact Information

Commissioner: John Stephen
Tel: 271-4334 FAX: 271-4912

Deputy Commissioner: Nicholas Toumpas
Tel: 271-8835 FAX: 271-4912

Director, Business Operations: James Fredyma
Tel: 271-4333 FAX: 271-4232

Director, Human Resources: Karen Hutchins
Tel: 271-4738 FAX: 271-4810

Director, Medicaid Business & Policy: Steve Norton
Tel: 271-4297 FAX: 271-4727

Director, Operations Support: Mary Castelli
Tel: 271-4600 FAX: 271-4912

Director, Program Operations: Vacant

Director, Public Affairs & Government Relations: Gregory Moore
Tel: 271-4051 FAX: 271-4912



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GRANITE STATE INDEPENDENT LIVING FOUNDATION
21 CHENNEL DRIVE
CONCORD NH 03301
228-9680

NEW HAMPSHIRE
Employment
SECURITY
www.nhes.state.nh.us

Agency Phone Numbers and Office Locations

Berlin
Manager: Mark Belonger
151 Pleasant Street
PO Box 158
Berlin, NH 03570-0158
Phone: (803) 752-5500
FAX: (803) 752-5538

Claremont
Manager: Tom Norris
404 Washington St./PO Box 180
Claremont, NH 03743-0180
Phone: (603) 543-3111
FAX: (603) 543-3113

Concord
Manager: Michael Welden
10 West Street/PO Box 1140
Concord, NH 03302-1140
Phone: (803) 228-4100
FAX: (803) 228-4353

Conway
Manager: Kathy Howard
518 White Mountain Hwy.
Conway, NH 03818-4205
Phone: (803) 447-5824
FAX: (803) 447-5985

Keene
Manager: Joel Skutsky
108 Key Road
Keene, NH 03431-3828
Phone: (603) 352-1804
FAX: (603) 352-1808

Benefit Adjudication Unit
PO Box 9505
Manchester, NH 03108-9505
Phone: 1-800-286-2252 or
(603) 658-6838
FAX: (603) 658-8888

Laconia
Manager: Pam Stack
428 Union Avenue STE 3
Laconia, NH 03246-2884
Phone: (803) 524-3980
FAX: (803) 524-3983

Lebanon
Manager: Arthur McAllister
Spinning & Weaving Bldg.
85 Mechanic Street
Lebanon, NH 03755-1506
Phone: (803) 448-8340
FAX: (603) 448-8342

Unemployment Claims Inquiry
(General Information for
employers and claimants)
Manchester Area: (803) 665-
1500
All Others: 1-800-286-2252

Littleton
Manager: Andrew Pelagouin
646 Union Street, Ste. 100
Littleton, New Hampshire 03581-
5314
Phone: (603) 444-2871
FAX: (603) 444-8245

Manchester
Manager: Leanne Topolosky
300 Hanover Street
Manchester, NH 03104-4957
Phone: (603) 627-7841
FAX: (603) 627-7982

Directions to our offices

Nashua
Manager: Christine Nelson
6 Townsend West
Nashua, NH 03063-1217
Phone: (603) 882-5177
FAX: (803) 880-5256

Portsmouth
Manager: Francis Morrissey
2000 Lafayette Road
Portsmouth, NH 03801-8673
Phone: (803) 438-3702
FAX: (803) 438-3754

Office Hours

Holidays

Salem
Manager: Gregory Ives
28 South Broadway
Salem, NH 03079-3026
Phone: (603) 893-9185
FAX: (603) 893-9212

Somersworth
Manager: Corinne Jacques
243 Rte. 108
Somersworth, NH 03878-1512
Phone: (603) 742-3800
FAX: (603) 748-7515

Quarterly Reporting Template
Residential Low Income Assistance Programs (RLIAP)

Customer Count
Actual / Projected No. of Customers:
LIHEAP
Non-LIHEAP
Total

	Nov	Dec	Jan	Feb	Mar	Apr	May
(1)							

RLIAP Recoveries
Actual / Projected
Therm Sales
RLIAP Rate Per Therm
Total

Program Costs
Actual & Projected Costs
IT
Admin.
Education
Other (Incl. Reporting Costs)
Discounts-LIHEAP
Discounts -Non-LIHEAP
Total Costs

Avg Monthly Residential Customer Bill

--

Avg Monthly RLIAP Customer Discount

--

**Avg. Monthly RLIAP Customer Discount as a %
to Avg. Monthly Residential Customer Bill**

--

Gross Monthly Revenues (2)

--

Total Costs as a percent of Gross Monthly Revenues

--

- (1) Please specify deferred costs incurred prior to November by cost component. Note: the effective date for RLIAP discounts is November 1, 2005; her
(2) Gross Monthly Revenues reflects Account Number 1501, Operating Revenues - Gas, as recorded on Table 40, Income Statement in the Annual Rept
(3) This column represents actual data for the months in which such data is available plus projected data for the remaining months in the 12-month progr.